

1. (Amended) A method of accessing an information system using a portable access device, the method comprising the steps of:

identifying a communication protocol associated with a first network server;

attempting to establish a communication link between a portable access device and said first network server using one of a plurality of communication media, in accordance with said communication protocol, wherein said one of a plurality of communication media is selected from the group consisting of: a local wireless LAN, a remote wireless LAN, a wireline LAN, and a Public Switched Telephone Network (PSTN); and

capturing data in a memory location in accordance with a failed attempt to establish said communication link.

2. (Amended) The method of claim 1 wherein said step of identifying a communication protocol associated with said network server further comprises the following steps:

searching an internal database for a communication protocol associated with the first network server; and

retrieving said communication protocol from the internal database.

5. (Amended) The method of claim 1 wherein said step of attempting to establish a communication link with said first network server is further comprised of the following steps:

configuring said portable access device to transmit using one of a plurality of communication media, in accordance with said communication protocol;  
verifying the availability of said communication medium; and  
initiating communication between said portable access device and said network server along said communication medium.

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6. (Amended) The method of claim 5 wherein said step of verifying the availability of a communication medium is further comprised of the following steps:

transmitting a signal from said portable access device to a local wireless LAN transceiver;

transmitting a second signal from said portable access device to a remote wireless transceiver when a communication link cannot be established with said local wireless LAN transceiver; and

connecting to a PSTN when a communication link cannot be established with said remote wireless transceiver.

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30. (Amended) A computer-readable medium containing instructions for accessing an information system comprising an access device and a plurality of network servers, the method comprising the steps of:

identifying a communication protocol associated with a first network server;

attempting to establish a communication link between a portable access device and said first network server using one of a plurality of communication media, in

accordance with said communication protocol, wherein said one of a plurality of communication media is selected from the group consisting of: a local wireless LAN, a remote wireless LAN, a wireline LAN, and a Public Switched Telephone Network (PSTN); and

capturing data in a memory location in accordance with a failed attempt to establish said communication link.

A3 31. (Amended) The computer-readable medium of claim 30 wherein said step of identifying a communication protocol associated with said network server further comprises the following steps:

searching an internal database for a communication protocol associated with the first network server; and

retrieving said communication protocol from the internal database.

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A4 35. (Amended) The computer-readable medium of claim 34 wherein said step of verifying the availability of a communication medium is further comprised of the following steps:

transmitting a signal from said portable access device to a local wireless LAN transceiver;

transmitting a second signal from said portable access device to a remote wireless transceiver when a communication link cannot be established with said local wireless LAN transceiver; and